Archie Ryan Amoyan

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Skills

Languages: Java, Python, JavaScript, TypeScript, SQL
Technologies and Tools: Visual Studio, Android Studio, ReactJS, React Native

Work Experience

Davao City Water District, Davao Philippines   **Mar 2023 - May 2023**
Junior Developer Intern
- Collaborated with the development team, actively participating in coding, testing, and debugging for software projects.
- Assisted in maintaining and documenting code, adhering to coding standards and best practices, while contributing to quality assurance efforts.
- JavaScript, TypeScript, ReactJS, and React Native

Sutherland, Philippines   **Jul 2017 - Mar 2018**
Associate-Account Management
Awards: *Platinum Value Award | Client Awardee (Jun 2017)*
- Managed client relationships and identified growth opportunities across outbound, inbound, and email communication channels, ensuring a high level of customer satisfaction.
- Oversaw service delivery, addressed concerns, and provided regular reports, utilizing data and analytics to enhance communication channel performance.

Sutherland, Philippines   **Nov 2016 - June 2017**
Consultant
Awards: *Platinum Value Award Winner | Value Demonstrated: Client Awardee (Apr 2017)*
- Conducted outbound communication and handled inbound inquiries professionally while ensuring adherence to guidelines and providing exceptional customer service.
- Responded promptly to email inquiries, maintained strong client relationships, and collaborated with cross-functional teams to achieve high client and customer satisfaction through effective communication and problem-solving.

PC Office Solutions, Tagum Philippines   **Jul 2009 - Feb 2016**
Branch Manager / Tech Specialist
- Delivered strong leadership to the two top-selling branches, overseeing ten employees in day-to-day activity, setting performance expectations, and enhancing team skills through recruitment, training, and mentoring.
- Worked on high customer satisfaction by building positive client relationships, addressing technical needs, and maintaining in-depth technical knowledge and expertise.
- Desktop, Laptop and Printer repair, Software installation, Hardware troubleshooting

Education

University of the Immaculate Conception, Davao City, Philippines   **Jan 2024 - ongoing**
Master in Information Technology
Relevant Coursework: Advanced Operating System and Networking, Advance database and System Design, Cybersecurity Emerging Technologies, Project Management, Internet of Things, Mobile Programming.

University of the Immaculate Conception, Davao City, Philippines   **Nov 2018 - May 2023**
Bachelor of Science in Information Technology
Specialized in Healthcare Technologies
Relevant Coursework: Web / Mobile Development, Advanced Database System, Information Assurance and Security, UI/UX Design, Machine Learning, Project Management, Software Engineering, Data Analytics
- Mother Ignacia Culture and Arts Award
- Mother Ignacia International Student Ambassador Award
- Most Outstanding Athlete
- Most Outstanding Officer

PTCS of NNCHS, Nabunturan, Davao De Oro, Philippines   **June 2007 - April 2009**
Computer Hardware Servicing NC II
Relevant Coursework: Basic Computer Concepts and Practices, Software Installation, Hardware Troubleshooting
- Passed National Certification for Computer Hardware Servicing NC II
- With Honors

Project Work

DCWD CRM Mobile (2023): The application was designed to enable users to create, monitor, and manage to-do, Investigate, Re-investigate, and Re-schedule water consumption in real-time. In this project, my primary responsibility was to develop the front end, specifically, the account details section, which included important modules such as Basic Information, Billing Transaction Records, Meter History, Nearest Active Accounts, and Customer Remarks Records using React Native TypeScript. Also, I worked closely with my colleagues to integrate the front end with the API they developed.

DCWD CRM Customer (2023): A web application for Davao City Water District consumers. In this project, my task was to enhance the user experience of the DCWD CRM website by making it modal responsive using React. By selecting and optimizing the modal, I ensured a modern and user-friendly interface.

Dar (2022): A mobile application for food and medical banking. In developing Dar (2022), a food and medical banking app, I led front-end development using React Native CLI and JavaScript. Integrated Firebase for backend, handling authentication and data storage. Implemented features like donation listings and user profiles. Conducted testing and debugging for stability. Followed Agile methodologies and used tools like Git and Visual Studio Code. Our solution aimed to address food and medical scarcity effectively.

Organizations

Google Developer Group of Davao (2020 - Present)
Creatives and Communication Team
- Conceptualized and executed communication strategies for the Creatives and Communication Team, ensuring consistent branding across various platforms.
- Participated in nationwide research presentations and webinars, contributing to the organization's reputation as a leader in the field and sharing valuable insights with a broader audience.

Google Developer Club of UIC (2020 - 2023)
Member
- Contributed actively as an association member, engaging in various tasks to support the organization's objectives, including event coordination, research assistance, and administrative duties.
- Notably, participated in nationwide research presentations and webinars, showcasing expertise and contributing valuable insights to the field while enhancing the organization's visibility and reputation.

Licenses and Certificates

- **Test of Practical Competency in IT (2023)**
  Issued by: Institute for Information and Communication Technology Promotion
- **Lead forward: Integrate the best strategies from remote, hybrid, and blended learning for school leaders**
  Issued by: Microsoft
- **Microsoft Innovative Educator (2022)**
  Issued by: Microsoft
- **Introduction to Computer Networking (2022)**
- **Agile Methodologies Track (2022)**
- **Artificial Intelligence (Basic Session) (2022)**
- **Blockchain (Basic Session) (2022)**
- **Graphic Design using PSD and Vector (2022)**
- **Cloud Computing (Basic Session) (2022)**
- **Cloud and Network Service (2022)**
  Issued by: Department of Information and Communications Technology
- **Manage your team and business efficiently with Google Workspace (2021)**
  Issued by: Google
- **EPSON PRO-AV Tech Update (2015)**
- **EPSON Corporate End-User Tech Update (2014)**
- **EPSON Product Training (2013)**
  Issued by: Epson Philippines Corporation
- **Computer Hardware Servicing National Certificate II (2009)**
  Issued by: Technical Education and Skills Development Authority (TESDA)